**Aims of the day**

Claire Ritchie, Director of Allied Health Professionals, NHS Greater Glasgow and Clyde, chaired the day which aimed to:

- Facilitate reflection with boards’ executive sponsors and the wider collaborative on progress and next steps
- Enhance our understanding to optimise patient flow, outcomes and experiences through value stream mapping
- Support delegates to understand and develop high performing teams across the patient pathway for frailty
- Share learning from NHS Grampian’s journey to improve services and outcomes for patients with frailty.

**Beyond the awesome**

Graeme Hoyle Consultant Geriatrician and Laura Hay Physiotherapist NHS Grampian, shared NHS Grampian’s successes and challenges in developing their hospital frailty service.

**Value stream mapping**

Graham Ellis, National Clinical Lead for Older People and Frailty, Healthcare Improvement Scotland, explained the principles behind value stream mapping and the benefit for teams when this is done well.

**Demand capacity**

Alison Redpath, Data and Measurement Advisor, Healthcare Improvement Scotland, demonstrated how to calculate team capacity and understand different types of system demand.

**High performing teams**

Ali Keast, Specialist Lead, NES asked delegates to consider the characteristics of high performing teams and to consider if they are displaying these.

Links below to the evidence referred to in her presentation.

**Illusions of team working in health care.**

Simon Sinek – Start with Why

**NHS board round up and planning**

Representatives from the NHS boards taking part in the AKI collaborative, brought flash reports setting out their progress to date and discussed priorities for the next six months. See under Resources and downloads – Events and presentations – on the collaborative web-page.